



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2841

SERIAL NUMBER 10/766,737	FILING DATE 01/28/2004 RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO.
-----------------------------	---------------------------------------	--------------	------------------------	------------------------

APPLICANTS

Arthur Jerijian, Houston, TX;

Juhwan Kim, Houston, TX;

**** CONTINUING DATA ******* *N/A* *B²*

**** FOREIGN APPLICATIONS ******* *N/A* *B²*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
**** 06/12/2004**

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged	STATE OR COUNTRY TX	SHEETS DRAWING 5	TOTAL CLAIMS 12	INDEPENDENT CLAIMS 1
--	---------------------------	------------------------	-----------------------	----------------------------

ADDRESS
 MICHAEL L. PARKS
 Suite 101
 3131 West Alabama
 Houston , TX
 77098

TITLE
 Method for reduced processing and improved remote monitoring of call center activities

FILING FEE RECEIVED 385	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue)
-----------------------------------	---	--